



Effective communication with patients, families & colleagues: evaluation of an online program for international medical graduates (IMGs) in Newfoundland and Labrador (NL)

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Purpose: Effective communication is an essential skill for all physicians. While such skills are often taught in Canadian universities, many International Medical Graduates (IMGs) often receive little or no specific training in this area. They may also face additional communication challenges as they assimilate into the NL cultural and medical environment. In July 2013, three online modules were launched to address some of IMGs' identified educational needs. This presentation will discuss the evaluation findings resulting from the delivery of these modules. **Methods:** A cohort observational study utilizing a logic model evaluation. In addition to standard module evaluation, data was collected six months' post-program from participants to explore the program's impact on their knowledge and skills. Evaluation data collected included: pre/post program confidence; pre/post module knowledge; post-module satisfaction; and six months' post-program outcomes. **Results:** There were N=406 registrants across 3 modules (not necessarily unique); n=176 evaluated at least one module. Survey respondents reported that the modules were relevant to practice (88.1%) and that the video scenarios provided effectively demonstrated knowledge and skills (93.7%). Significant increases were reported in pre-to-post knowledge for all three modules $p < .05$ probability levels. Eight (n=8) respondents completed the outcomes evaluation component and reported making changes to their practices as a result of participation in the modules, reporting more attention to their respective communication styles and better listening skills. **Conclusions:** The role of communicator has been identified as one of the CanMEDS framework physician core competencies, yet an IMG's training may not translate appropriately into North American culture. Effective communication is critical for optimal patient outcomes. This program will provide IMGs practicing in NL with the necessary knowledge and skills to communicate effectively with patients, families, and colleagues. **Disclosure Statement:** Health Canada supported the initial needs assessment on which the content developed for the modules was based, but there was no funding provided for the evaluation component.